

CARE FOR ALL THAT IS YOU



EXPERIENCE THE KAISER PERMANENTE DIFFERENCE

At Kaiser Permanente, we combine health care and coverage in one integrated health system. Your health plan, insurance, doctors, specialists, and medical facilities are all connected, which makes accessing care more convenient and affordable for you.

Our doctors provide the personalized care you need, and they proudly reflect and embrace the diversity of the communities we serve. We strive to make health care equitable and inclusive for all.

WHAT'S NEW



Care anywhere

Many ways to get urgent or emergency care. [See page 8.](#)[↗]



More mental health and wellness offerings

Wellness resources and self-care apps available at no cost. [See page 9.](#)[↗]



More facilities

State-of-the-art medical centers throughout the region. [See page 10.](#)[↗]

We welcome the opportunity to become your partner in health. Please keep reading to see the many reasons you should choose Kaiser Permanente.

YOUR BLUEPRINT FOR A HEALTHIER YOU

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Care when and where you need it..... 7

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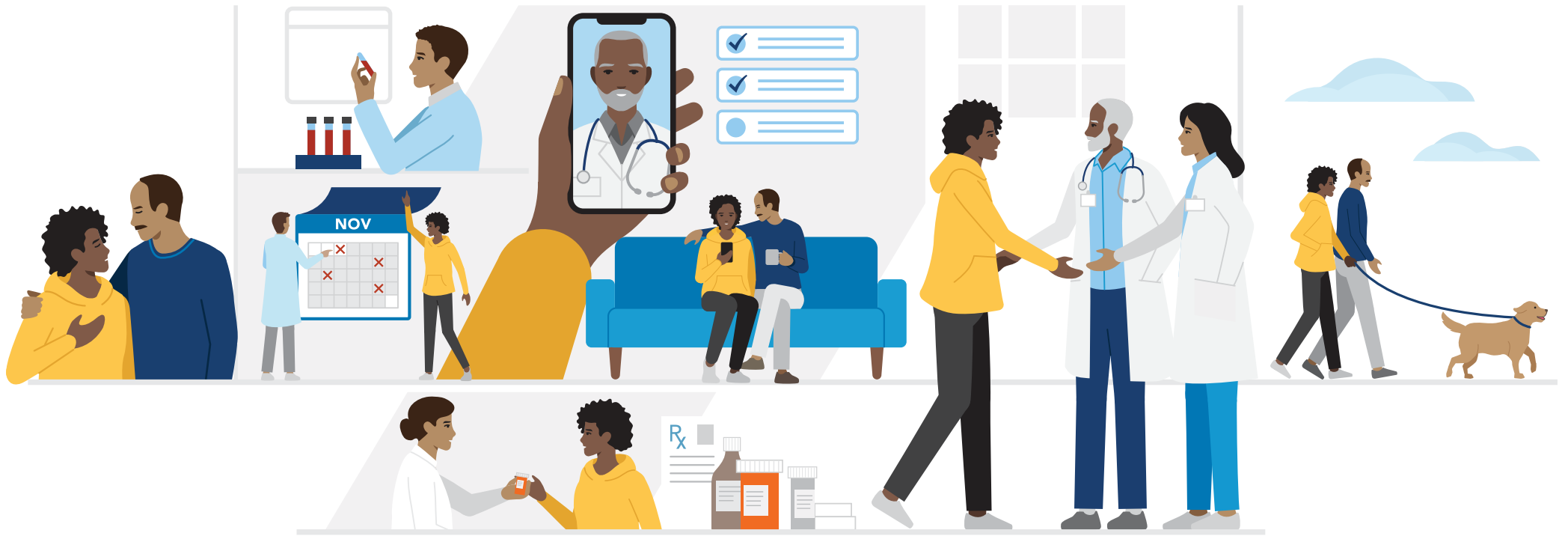
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Throughout this brochure, you can click this arrow symbol[↗] to learn more.



LEADING HEALTH CARE FOR THE WHOLE YOU

As the region's leading health system,¹ we provide the high-quality care that you and your family deserve.

Many of our 1,700+ Permanente physicians are recognized as Top Doctors by reputable magazines.²

Learn more about our doctors and the care available when you choose to become a Kaiser Permanente member.⁷

Our doctors, nurses, and care team have access to your medical information, health history, and more to provide personalized care.

Plus, they're trained and equipped to respond to the diverse preferences, needs, and values of our members.

See **page 11⁷** for additional information.



CARE WITHOUT COMPROMISE

Kaiser Permanente has it all: quality, convenience, and personalized care, for you and your family.



Integrated care¹

In our integrated system, everything works together to provide personalized care, including your health plan, doctor, medical centers, and more.



Medical excellence¹

Our specialists and multidisciplinary teams are focused on our members. We use groundbreaking research and innovative technology to prevent or treat any health concern.



Affordable prices

Thanks to our predictable copays and low out-of-pocket costs, you can meet your budget without sacrificing quality care.



Convenience¹

Each of our 35+ state-of-the-art medical centers offers primary care, specialty care, pharmacy, and more under one roof, so you can get your care in one trip. Or, skip the trip altogether with our prescription delivery service.³



National presence¹

There's strength in numbers. With 1,700+ doctors in the region and 23,000+ doctors nationwide, your care is backed by a network of knowledge and experience.



Specialty care¹

You have access to many specialists without a referral. If you ever need a second opinion on a tough health care decision, just ask. Even if you're already working with a specialist, your doctor can recommend another who isn't connected to your case.

You can get quality, evidence-based care for specialties like **mental health,¹ heart health,¹ cancer care,¹ maternity care,¹** and more.



Easy enrollment¹

We make it easy to switch to Kaiser Permanente. We guide new members through every step of the process, including choosing a doctor and transferring prescriptions. Please see our **new member website¹** or **page 13** for additional information.



YOUR HEALTH IS IMPORTANT TO US

At Kaiser Permanente, you don't just have a doctor or care team—you have partners in health.



Choose your doctor and change anytime⁷

Browse the profiles of our skilled doctors online and choose one who best fits your needs. See their backgrounds, specialties, languages spoken, and more.



Care in sickness and health⁷

Our focus on preventive medicine works to keep you healthy, not just treat health issues as they arise. Your care team will remind you about health screenings and other preventive measures to avoid health issues altogether.



Specialty care when needed⁷

With access to 50+ specialties and subspecialties, you always get targeted treatment for health conditions. Plus, many specialties don't require a referral, like obstetrics-gynecology (ob-gyn) and mental health.



Support for chronic conditions⁷

If you have a condition like heart disease or diabetes, you're automatically enrolled in a disease management program for personal coaching. Innovative remote monitoring devices help you and your doctor stay on top of your condition without frequent in-person visits.





OUR HEALTH SYSTEM IS HERE FOR YOU

As a member of Kaiser Permanente, you're supported through every step of your care journey. No matter your concern, we make it easy to get the care you need.



Member Services

Speak with a Kaiser Permanente representative to ask about your health plan, get assistance scheduling an appointment, check the status of tests, and more—we're here to help.

We are available Monday through Friday, 7:30 a.m. to 9 p.m., at **800-777-7902** (TTY **711**).

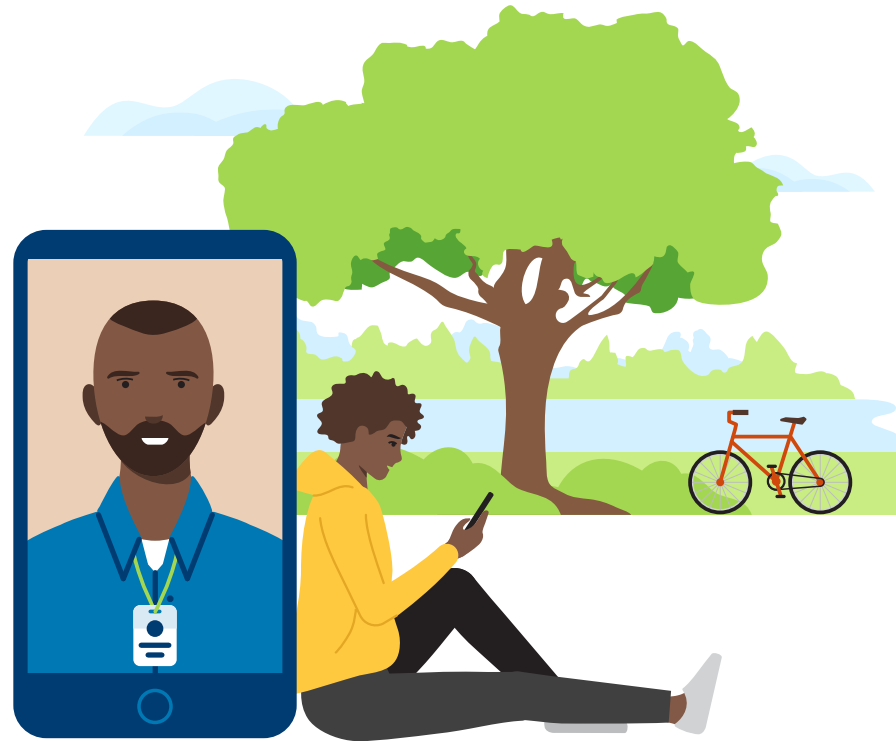


Take charge of your care online

You have access to care when and where it works best for you, with your choice of our doctors and facilities. As a registered user of **kp.org**² or the **Kaiser Permanente app**,² you can schedule in-person and virtual appointments, email your doctor, refill prescriptions, and more.³



Watch² to see how our connected care helps speed up paths of recovery.



WE VALUE YOUR HEALTH AND YOUR TIME

We make care fit your lifestyle, not the other way around.

Our virtual care options ensure that you can get care whenever and wherever you need it, with less disruption to your day.



Get Care Now with a Clinician

Have 24/7 video calls with a clinician without an appointment— from the comfort of home, from your work desk, and even on the go.⁴



24/7 phone advice

You can call us 24 hours a day, 7 days a week, to connect with a licensed care provider for medical advice, help choosing the right type of care, and more.



Chat

Use our new click-to-chat service to connect with a health care professional online for medical advice.



In-person visits

You may get an appointment with a doctor on the same day. Visit for routine care, preventive care, to treat an illness, and more.



E-visit

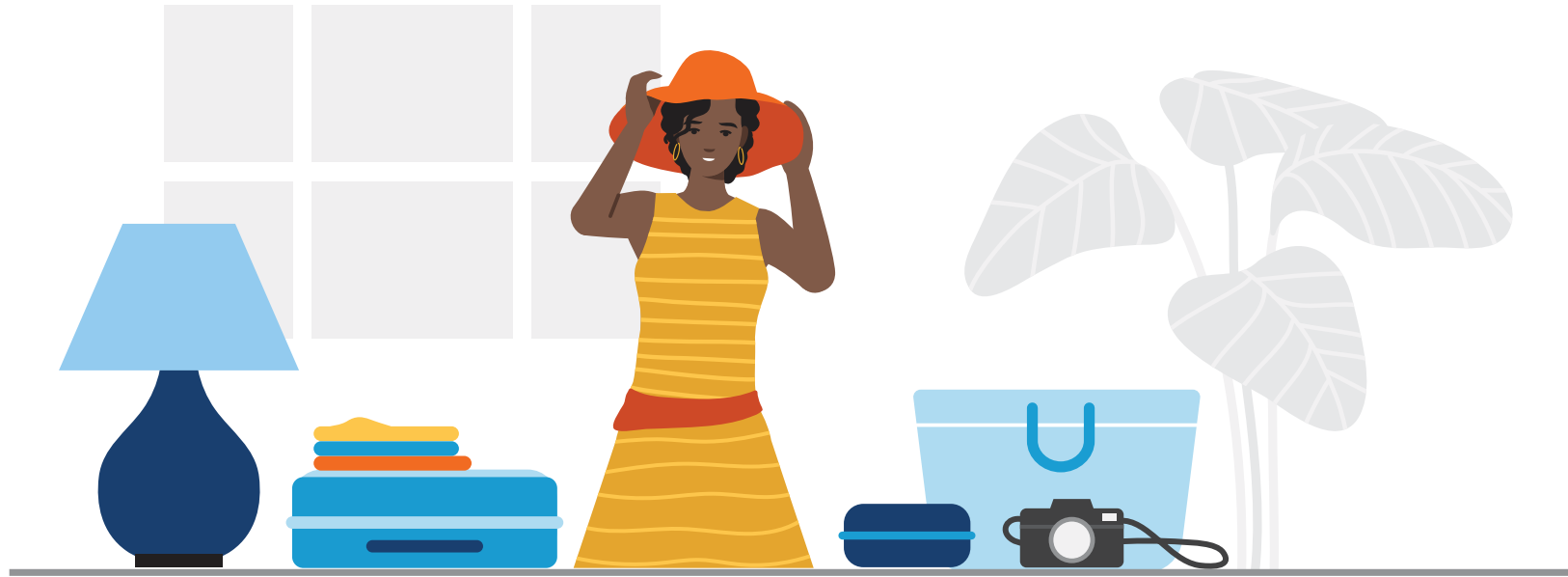
Complete a short online questionnaire about your symptoms, and you'll soon get personalized self-care advice from a doctor.



Secure messaging

Contact your doctor by secure message on **kp.org**⁷ or in the Kaiser Permanente app anytime with nonurgent questions. You'll usually get a response within 2 business days, if not sooner.





CARE ANYWHERE

Disaster can strike anytime, anywhere.

That's why you're always covered for care, no matter how serious your condition—even while traveling.



Urgent Care⁷

Urgent Care is for an illness or injury that requires prompt medical attention, but is not an emergency.⁵



Advanced Urgent Care open 24/7⁷

These facilities are equipped to handle more serious health issues than typical urgent care facilities. You'll generally wait less time than in hospital emergency rooms.⁵



Emergency care

Some medical issues require immediate attention to protect your health. That's why you're covered worldwide for any emergency, such as chest pain, difficulty breathing, a loss of consciousness, and more.⁶



Travel care⁷

Whether you travel for work or for fun, you shouldn't have to worry about access to care. You're covered for emergency care anywhere.

United States: We operate in the District of Columbia and the states of California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington. In states where Kaiser Permanente does not operate, members can get urgent and emergency care from Cigna's PPO HealthcareSM Network,⁷ MinuteClinic[®] locations, and Concentra clinics.⁸ For help locating care, call **951-268-3900**.

International: Traveling outside the US? To locate emergency or urgent care, call **001-951-268-3900** (from a landline phone) or **951-268-3900** (from a mobile device).

For more information, just call our Away from Home Travel Line at **951-268-3900** or visit **kp.org/travel^{7,9}**.

Please check **kp.org/facilities⁷** for the most up-to-date listing of services available at Kaiser Permanente medical centers.



As a Kaiser Permanente member, you can seek care 24/7, whether you're at home or away. Simply go to **kp.org/getcare⁷**, view the care options available, and choose the one that best suits your needs.



TAKE CHARGE OF YOUR HEALTH

You deserve care that supports your total health—mind, body, and spirit. We offer an assortment of tools and resources to help you live well and thrive.



Healthy lifestyle programs⁷

Take advantage of online programs for weight loss, smoking cessation, stress management, and more—all at no cost.



Online wellness tools⁷

Get wellness information, health calculators, fitness videos and podcasts, and even recipes from world-class chefs.



Personal wellness coaching⁷

Work one-on-one with a wellness coach by phone, so they can help you reach your health goals.



Self-care apps and programs⁷

Access a broad range of apps that can benefit anyone—as self-guided self-care or complements to clinical support:



myStrength Complete⁷ by Teladoc Health is a comprehensive digital program that offers teletherapy, proven tools, and dedicated support for stress, depression, sleep, and more.¹⁰



Calm⁷ is the number one app for sleep and meditation—it's designed to help lower stress, anxiety, and more.¹⁰



The **Ginger⁷** app offers 24/7 one-on-one support for coping with stress, low mood, work or relationship issues, and more.¹⁰

To learn more about the full range of care options available, visit [kp.org/mentalhealth⁷](https://kp.org/mentalhealth).



Check out⁷ in-person and online courses available to you—including mental health, weight loss, smoking cessation, and more—most at no cost.

Kaiser Permanente medical facilities (with premier hospitals)

Maryland

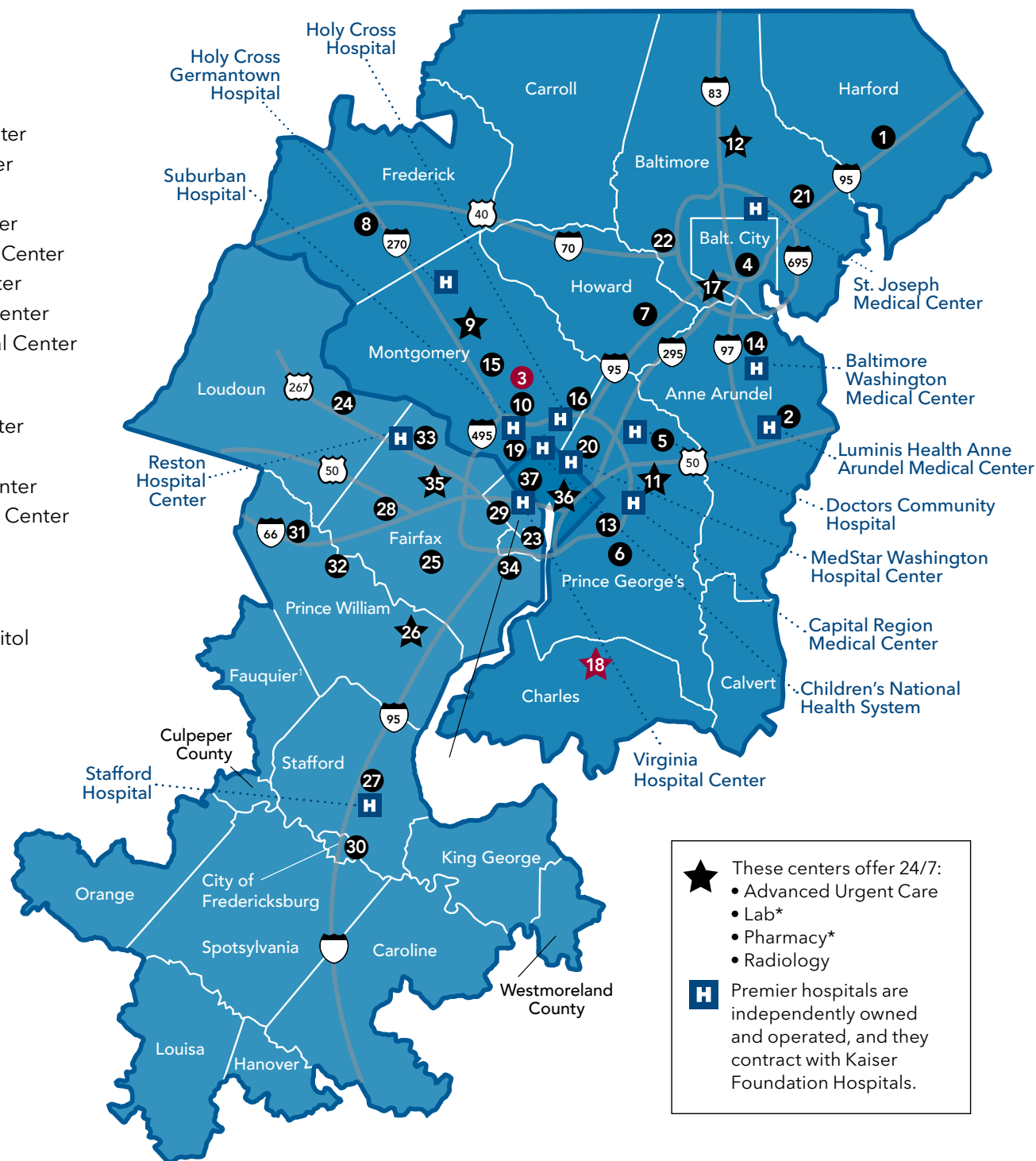
- 1 Abingdon Medical Center
 - 2 Annapolis Medical Center
 - 3 **FUTURE LOCATION**
Medical Center in Aspen Hill
 - 4 Kaiser Permanente Baltimore Harbor Medical Center
 - 5 Bowie Fairwood Medical Center
 - 6 Camp Springs Medical Center
 - 7 Columbia Gateway Medical Center
 - 8 Kaiser Permanente Frederick Medical Center
 - 9 Gaithersburg Medical Center
 - 10 Kensington Medical Center
 - 11 Largo Medical Center
 - 12 Lutherville-Timonium Medical Center
 - 13 Marlow Heights Medical Center
 - 14 North Arundel Medical Center
 - 15 Shady Grove Medical Center
 - 16 Silver Spring Medical Center
 - 17 South Baltimore County Medical Center
 - 18 **FUTURE LOCATION**
Medical Center in Waldorf
- 19  Friendship Heights
by KAISER PERMANENTE.
- 20 West Hyattsville Medical Center
 - 21 White Marsh Medical Center
 - 22 Woodlawn Medical Center

Virginia

- 23 Alexandria Medical Center
- 24 Ashburn Medical Center
- 25 Burke Medical Center
- 26 Caton Hill Medical Center
- 27 Colonial Forge Medical Center
- 28 Fair Oaks Medical Center
- 29 Falls Church Medical Center
- 30 Fredericksburg Medical Center
- 31 Haymarket Crossroads Medical Center
- 32 Manassas Medical Center
- 33 Reston Medical Center
- 34 Springfield Medical Center
- 35 Tysons Corner Medical Center

Washington, DC

- 36 Kaiser Permanente Capitol Hill Medical Center
- 37 Northwest DC Medical Office Building



- ★ These centers offer 24/7:
 - Advanced Urgent Care
 - Lab*
 - Pharmacy*
 - Radiology
- H Premier hospitals are independently owned and operated, and they contract with Kaiser Foundation Hospitals.

*Extended pharmacy hours at Gaithersburg and Lutherville-Timonium and extended lab hours at Tysons Corner.

Please check [kp.org/facilities](https://www.kp.org/facilities) for the most up-to-date listing of services available at Kaiser Permanente medical centers.

*Kaiser Permanente's service area in Fauquier County includes the following ZIP codes: 20115, 20116, 20117, 20119, 20128, 20137, 20138, 20139, 20140, 20144, 20181, 20184, 20185, 20186, 20187, 20188, 20198, 22406, 22556, 22639, 22642, 22643, 22720, 22728, and 22739.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-777-7902** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Kaiser Permanente, Appeals and Correspondence Department, Attn: Kaiser Civil Rights Coordinator, 2101 East Jefferson St., Rockville, MD 20852, telephone number: 1-800-777-7902.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-777-7902** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚኒተሎ ቁጥር ይደውሉ **1-800-777-7902** (TTY: **711**).

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-777-7902** (TTY: **711**).

Bàsɔ̀ wùdù (Bassa) Dè dɛ nà kɛ dyédé gbo: Ɔ jũ ké m̀ Bàsɔ̀-wùdù-po-nyò jũ ní, níí, à wuɖu kà kò d̀ò po-poò béin m̀ gbo kpáa. Đá **1-800-777-7902** (TTY: **711**)

বাংলা (Bengali) লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-777-7902** (TTY: **711**)।

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-777-7902** (TTY: **711**)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-777-7902** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-777-7902** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-777-7902** (TTY: **711**).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-777-7902** (TTY: **711**).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-777-7902** (TTY: **711**).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-777-7902** (TTY: **711**) पर कॉल करें।

Igbo (Igbo) NRUBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-777-7902** (TTY: **711**).

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-777-7902** (TTY: **711**).

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-777-7902** (TTY: **711**) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-777-7902** (TTY: **711**) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éi ná hóló, kojí' hódíilnih **1-800-777-7902** (TTY: **711**).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-777-7902** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-777-7902** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-777-7902** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-777-7902** (TTY: **711**).

ไทย (Thai) หมายเหตุ: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-777-7902** (TTY: **711**).

اردو (Urdu) خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-800-777-7902** (TTY: **711**)۔

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-777-7902** (TTY: **711**).

Yorùbá (Yoruba) AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi **1-800-777-7902** (TTY: **711**).

ENDNOTES

- ¹ In the survey Best Health Insurance Companies of 2023 by Insure.com , Kaiser Permanente as a national enterprise is rated #1 overall among 60+ insurance carriers. In the NCQA Commercial Health Plan Ratings 2022, our commercial plan is rated 5 out of 5, the highest rating in the nation. The 2022 Commission on Cancer, a program of the American College of Surgeons, granted Three-Year Accreditation with Commendation to the Kaiser Permanente cancer care program. The Mid-Atlantic Permanente Medical Group is the largest multispecialty medical group in the Washington, DC, and Baltimore areas and exclusively treats Kaiser Permanente members. Permanente doctors are recognized as Top Doctors in Northern Virginia Magazine (2023), Washingtonian magazine (2022), and Baltimore magazine (2022). According to NCQA's Quality Compass[®] 2022, we're rated 5 out of 5 in 29 measures, including: controlling blood pressure (heart disease), blood pressure control (140/90) (diabetes), glucose control, colorectal cancer screening, breast cancer screening, cervical cancer screening, childhood immunizations, prenatal check-ups, and postpartum care. Quality Compass is a registered trademark of the NCQA.
- ² The physicians who practice at Kaiser Permanente are recognized as Top Doctors in *Northern Virginia Magazine* (2023), *Washingtonian* magazine (2022), and *Baltimore* magazine (2022).
- ³ For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente Mail Order Pharmacy. You should receive them within 3 to 5 business days. If not, please call **800-700-1479** (TTY **711**), 24 hours a day, 7 days a week. Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can deliver to addresses in MD, VA, DC, and certain locations outside the service area.
- ⁴ When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state. If you have an HSA-qualified deductible plan, you may need to pay the full charges for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits.
- ⁵ The continued availability and/or participation of any facility cannot be guaranteed. Kaiser Permanente reserves the right to relocate, modify, or terminate the location and hours of services for Urgent Care. For the most up-to-date information, visit kp.org/urgentcare/mas.⁷
- ⁶ An emergency medical condition is one that, in the absence of immediate medical attention, may result in 1) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part. Refer to your *Evidence of Coverage* for the complete definition of emergency medical conditions.
- ⁷ The Cigna PPO network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna PPO Network is available through Cigna's contractual relationship with the Kaiser Permanente health plans. The Cigna PPO Network is provided exclusively by or through operation subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.
- ⁸ MinuteClinic and Concentra payment experiences vary by plan.
- ⁹ This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.
- ¹⁰ Calm can be used by members 13 and over. The Ginger app and services are not available to any members under 18 years old. Some individuals who receive health care services from Kaiser Permanente through state Medicaid programs are not eligible for the Ginger app and services. Eligible Kaiser Permanente members can text with a coach using the Ginger app for 90 days per year. After the 90 days, members can continue to access the other services available on the Ginger app for the remainder of the year at no cost. Psychiatry is not included in the myStrength Complete membership. myStrength Complete by Teladoc Health is available to members 18 and older who do not have a Maryland Medicaid health plan. Some of these services may not be covered under your health plan benefits and may not be subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. myStrength[®] is a wholly owned subsidiary of Livongo Health, Inc. Calm, Ginger, and myStrength Complete are not available to Kaiser Permanente dental-only members.

WELCOME TO KAISER PERMANENTE

GET STARTED

You'll need your Kaiser Permanente ID card, which has your medical record number, to easily set up your secure kp.org⁷ online profile.

- 1 REGISTER ON kp.org⁷**
Your secure account allows you to manage your care online. You can access your health information, manage appointments, pay bills, and more. Get started at kp.org/newmember.⁷
- 2 DOWNLOAD THE KAISER PERMANENTE APP**
Our smartphone app puts many features of kp.org⁷ in your pocket—and it's all secure. [Download the app now.](#)⁷
- 3 CHOOSE YOUR DOCTOR**
[Browse our doctors](#)⁷ on kp.org⁷ to view their backgrounds, specialties, languages spoken, and more. Choose your favorite and change at any time, for any reason.
- 4 TRANSFER PRESCRIPTIONS**
Just send us some basic information on your current prescriptions, like Rx numbers and your previous pharmacy. We'll do the rest. [Learn more.](#)⁷

Note:

Please keep this page handy until you receive your Kaiser Permanente member guide via postal mail.





STILL THINKING? WE CAN HELP YOU DECIDE.

QUESTIONS

Visit kp.org/thrive[↗] anytime, or call **800-324-9208** (TTY **711**), Monday through Friday, 8 a.m. to 11 p.m.

ALREADY A MEMBER?

Manage your care online anytime at kp.org.[↗] If you haven't already, register at kp.org/registernow.[↗]

 facebook.com/kpthrive[↗]

 youtube.com/kaiserpermanenteorg[↗]

 [@kptotalhealth](https://twitter.com/kptotalhealth)[↗]

